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FM SECSTATE WASHDC

TO ALL DIPLOMATIC AND CONSULAR POSTS COLLECTIVE

RUEHTRO/AMEMBASSY TRIPOLI 9464

RUEHBW/AMEMBASSY BELGRADE 0359

UNCLAS SECTION 01 OF 02 STATE 031117

FROM CIO SUSAN SWART

E.O. 12958: N/A

TAGS: [AADP](#) [ACOA](#) [AMGT](#) [AINF](#) [ASEC](#) [KRIM](#)

SUBJECT: SMART - OVERSEAS PILOT POST DEPLOYMENT STATUS

REF: A) STATE 005962, B) 07 STATE 166357, C) 07 STATE 106047, D) 07 STATE 000228, E) 06 STATE 188033, F) 06 STATE 086867, G) 06 STATE 028721, H) 05 STATE 219156, I) 05 STATE 152885, J) 05 STATE 013048

SUMMARY. This telegram is part of an ongoing series that provides SMART program updates to the field. The SMART vision is to provide a simple, secure, and user-driven system to support the conduct of diplomacy through modern messaging, dynamic archiving, and information sharing. It will replace the Department's legacy messaging systems by integrating cable, emails, and memos within Outlook.

SMART will provide real-time search capabilities as well as the means to send unclassified messages between OpenNet and ClassNet. The first SMART component, Instant Messaging, was made available to all posts and bureaus last Spring. Pilot I of the core messaging component of SMART was successfully completed in December 2007 by ClassNet users in Stockholm, Belgrade, and Muscat. Pilot II is postponed until September 2008, and Pilot III follows in December 2008.

¶1. SMART Pilot I, operating in parallel with the Department's legacy messaging systems, was successfully conducted from September to December 2007 on ClassNet in Belgrade, Stockholm, and Muscat.

¶2. Pilot II, postponed until September 2008 will run through November 2008 on ClassNet. It will include the original three posts plus the following: Athens, Mexico City, Djibouti, Tashkent, Wellington, and FRC Ft. Lauderdale. All will pilot full command and control functionality. Legacy systems (TERP, CableXpress, and WebGram) will remain on-line at pilot posts to validate delivery of message traffic and as a contingency backup to SMART messaging.) OpenNet users at the pilot posts will continue to use legacy systems. (See paragraph 8 below for schedule of pilot workshops and post visits.)

¶3. There are three primary reasons for the delay::(a) a vendor protest on a procurement that has delayed arrival of equipment; (b) unanticipated complexity in transferring custom code from the 32-bit development system to the recently procured and more robust 64-bit production system; (c) a decision to move the delay from the summer transfer cycle to early fall to ensure a more comprehensive field test.

¶4. Pilot III will begin in December 2008. In addition to the nine posts in Pilot II, Pilot III will include Windhoek, Hanoi, Tallinn, and selected domestic sites.

Pilot III will involve all ClassNet and OpenNet users at the pilot sites. Because full functionality, including cross-domain messaging, will be available, Pilot III will also constitute the first wave of worldwide deployment.

¶5. The SMART Deployment Team will work closely with pilot sites to coordinate preparation requirements, including standardization of desktops. Details of these requirements, including desktop software, can be found at the following link: <http://smart.state.gov>.

¶6. The SMART Program will enlist the help of post-based Advocacy Teams to ensure pilot users are introduced to the new system. An Advocacy Team overseas would have - at a minimum - an FSO, IMO, OMS, and LES. It should be chaired by the DCM or a designated senior officer (e.g. Management Counselor, Political Counselor). Advocacy Teams will have a two-fold responsibility: Advocating for SMART among the members of the post community (by providing technical assistance, policy guidance, trouble-shooting, and serving as a role model by adopting new practices); Advocating for the post by alerting the SMART office to technical and substantive problems, unanticipated barriers to success, and lessons learned to share with other posts. Three members from each Advocacy Team will receive training in Washington prior to Pilot II.

¶7. The SMART web site (<http://smart.state.gov>) is routinely updated to include information about SMART. Advocates and IT specialists at pilot posts are urged to check the site frequently to keep abreast of changes.

¶8. Training: The SMART team is working closely with FSI to develop appropriate training for both users and system administrators. In the meantime, employees can prepare

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themselves for SMART by elevating their MS Outlook expertise. Whether employees need to manage information flow through the inbox, organize folders or develop inbox rules, increasing Outlook knowledge and proficiency will greatly ease the transition to SMART. FSI currently offers a multitude of courses on Outlook via both formal training and Distance Learning. In addition, FSI has recently developed several short videos that employees may find useful. Current topics include Archiving, Inbox Rules, Personal Folders, Sub-folders and Attachments. These videos can be found at http://fsi.state.gov/fsi/sait/default.asp?con_tentID=3281. Additional offerings will be posted over the course of the year, so employees should check the site regularly.

		PILOT II	PILOT III	WORKSHOP	POST VISIT
EUR	Stockholm	x		x Completed	Sep 15
EUR	Belgrade	x		x Completed	Sep 15
NEA	Muscat	x	x	Completed	Sep 15
AF	Djibouti	x	x	July 14 Oct 6	
WHA	Ft. Lauderdale	x	x	July 14 Oct 6	
SCA	Tashkent	x	x	July 21 Oct 20	
WHA	Mexico City	x	x	July 21 Oct 20	
EAP	Wellington	x	x	July 28 Oct 20	
EUR	Athens	x	x	July 28 Oct 6	
AF	Windhoek		x	Nov 17 Jan 9	
EAP	Hanoi	x	Nov 17	Jan 9	
EUR	Tallinn	x	Nov 17	Jan 9	

¶10. The point of contact for the SMART workshops is Norma Williamson (Williamson@state.gov, 703-746-2118) The point of contact for post visits is David Miller (Miller DR@state.gov, 703-746-2163).

¶11. Minimize considered.
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